

SECTION 3. AIRCRAFT DISPATCHER BASIC INDOCTRINATION CURRICULUM SEGMENTS

1071. GENERAL. This section contains direction and guidance to be used by inspectors when evaluating the content of aircraft dispatcher basic indoctrination curriculum segments. FAR 121.415(a)(1) requires that all new-hire aircraft dispatchers complete basic indoctrination ground training in the initial new-hire category of training.

A. Purpose of Basic Indoctrination Training. The basic indoctrination curriculum segment is unique to the initial new-hire category of training. An aircraft dispatcher basic indoctrination curriculum segment serves the following purposes: as an introduction for the new-hire employee to the operator, as the manner in which the operator complies with the requirements of Part 121, and as the basis for subsequent aircraft dispatcher training. The aircraft dispatcher basic indoctrination curriculum segment consists of that information required as background for new-hire aircraft dispatchers for the ground training curriculum segment.

B. Regulatory Requirements. FAR 121.415(a)(1) requires that all new-hire aircraft dispatchers complete 40 hours of basic indoctrination training, unless the required number of hours is reduced under FAR 121.405 or FAR 121.401(d). FAR 121.415(a)(1) requires that training in the following subjects be included in the aircraft dispatcher basic indoctrination curriculum segment:

- Aircraft dispatcher duties and responsibilities
- Appropriate provisions of the FAR's
- Contents of the operator's operating certificate and operations specifications (OpSpecs)
- Appropriate portions of the operator's manual

C. Optional Training Subjects. Operators should include, and may take credit for, training given on other subjects in the aircraft dispatcher basic indoctrination curriculum segment. These subjects may be in addition to the subject areas required by the FAR's. This training consists of the information that new-hire aircraft dispatchers need as a foundation for the specific and detailed

training to be conducted in the ground training curriculum segment. Among the appropriate subjects for this type of training are the following:

- *Overview of Company:* Type and scope of operations conducted
- *Company Structure:* Management organization; route structure; fleet composition (size and type); facility locations
- *Administrative Orientation:* Required documentation; scheduling; inner-company communications

1073. AIRCRAFT DISPATCHER BASIC INDOCTRINATION TRAINING. Aircraft dispatcher basic indoctrination training curriculum segments must consist of at least the "operator-specific" training modules dealing with the requirements of FAR's 121.415(a)(1) and 121.535 and other related topics. These operator-specific training modules include the following:

A. "Duties and Responsibilities" Module. This module contains the duties the new-hire aircraft dispatcher will be assigned after becoming qualified. For example, a small operator may assign the aircraft dispatcher with responsibilities for constructing flightplans, load planning, and performing weight-and-balance calculations. The industry trend, however, is to assign these functions to specialized groups of employees. FAR 121.533 requires that the aircraft dispatcher ensure that such functions have been adequately accomplished before releasing a flight, whether the functions have been accomplished by the aircraft dispatcher or by another employee. The new-hire aircraft dispatcher must be trained specifically as to how and by whom these tasks are to be accomplished in the operator's operation. Since the qualified dispatcher will be required to evaluate the adequacy of flight and load planning, the operator must ensure that the new-hire dispatcher has a thorough knowledge of the basic principles of these subjects.

B. "Appropriate Provisions of the FAR's" Module. This module contains policies and procedures that ensure that the

aircraft dispatcher and the operator are in compliance with the FAR's during flight operations. Operators should cite specific regulations during this "appropriate provisions of the FAR's" module and show how the operator's procedures are designed to comply with the FAR's as follows.

(1) Inspectors must ensure that at least the following provisions of Part 121 are covered:

- Subpart I - Airplane Performance Operating Limitations
- Subpart P - Aircraft Dispatcher Qualifications and Duty Time Limitations
- Subparts Q & R - Flight Time Limitations
- Subpart T - Flight Operations
- Subpart U - Dispatching and Flight Release Rules
- Subpart V - Records and Reports

(2) Inspectors should also ensure that the following FAR provisions are covered:

- Part 91
- Subpart C of Part 65
- Applicable portions of Parts 107 and 108
- HMR 175
- NTSB 830

C. *"Contents of the Operator's Operating Certificate and Operations Specifications" Module.* This module contains training in the specific operations the operator may conduct, such as operations which are prohibited, required weather minimums, and limitations. The new-hire aircraft dispatcher must be thoroughly familiar with this information before assuming dispatcher duties.

D. *"Appropriate Portions of the Operator's Manual" Module.* This module contains training on the organization and content of the relevant sections of the operator's

manuals. Usually the training on the contents of the operator's manuals is covered simultaneously with the training on the operator's policies and procedures. Inspectors must ensure, however, that in this process the contents of the manuals are thoroughly covered. Operators must also provide aircraft dispatchers with information on the organization of the manuals and training on how to use the reference system of the manuals. Appropriate topics for this type of training are the following:

- Overview of manual sections, correlation of manual sections to the aircraft dispatcher training program
- Use of reference, revision, and distribution systems for manuals
- Access to manual when performing assigned duties
- Maintaining manual currency

1075. AIRCRAFT DISPATCHER BASIC INDOCTRINATION TRAINING MODULES. An aircraft dispatcher basic indoctrination curriculum segment must include as many training modules as necessary to ensure adequate training. Each training module must include a module outline containing, at least, a descriptive title of the training module and a list of the related elements or events to be presented during instruction on the module.

A. *Training Module Outline.* The training module outline must contain only those elements and events required to ensure that aircraft dispatcher students will receive adequate training. Operators are not required to include detailed descriptions of each element or event for initial approval, as detailed descriptions are more appropriate for courseware. During the final approval process, the inspector who evaluates the training must review the courseware to ensure that the scope and depth of the training modules are adequate.

B. *Construction of Modules.* Operators have a certain amount of flexibility in the construction of aircraft dispatcher basic indoctrination training modules.

(1) A training module for students with significant experience in Part 121 operations may be less comprehensive than a training module for students without that experience.

This is usually the case with operators who hire only highly-qualified personnel with extensive experience in Part 121 operations.


(2) The training modules required by FAR 121.415(a) must be included in the basic indoctrination curriculum segment outline and counted toward the hours requirement for this segment. The actual sequence of the training can be determined by the operator. For example, while the training module containing PIC weather briefing requirements must be included in the aircraft dispatcher basic indoctrination curriculum segment outline, the operator may actually conduct the training for this module after having completed the meteorology training module of the initial ground training segment.

(3) An operator may choose to put a training module in more than one curriculum segment. For approval purposes, however, the training module must be shown in the curriculum segment designated by the FAR's. For example, in order to comply with FAR 121.415, the content of the operator's operations specifications (OpSpecs) must be covered in the basic indoctrination curriculum segment. This FAR does not, however, prohibit the operator from covering applicable provisions of the OpSpecs in other curriculum segments, such as ground training.

C. The following is an example of one of the many acceptable methods of presenting an aircraft dispatcher basic indoctrination training module outline:

AIRCRAFT DISPATCHER DUTIES AND RESPONSIBILITIES

- Communication and Coordination
- Flight-Following Duties
- Special Flight Situations


**Elements
Within a
Training
Module**

D. The following example illustrates the interrelationship between training modules in the aircraft dispatcher

basic indoctrination curriculum segment:

I. AIRCRAFT DISPATCHER BASIC INDOCTRINATION TRAINING CURRICULUM SEGMENT

A. Training Objective: "To acquaint the new-hire aircraft dispatcher with..."


B. Operator-Specific Training

1. Policies and Procedures


2. FAR's
 3. Dispatch Manual
 4. Aircraft Operating Manual
 5. Weather Manual

1. POLICIES AND PROCEDURES


- Authority of PIC
 • Authority of Aircraft Dispatcher
 • Communications Procedures


**Title of
Curriculum
Segment**


**Statement
of Training
Objectives**


**Title of
Training
Module**


**Training
Modules
Within a
Curriculum
Segment**


**Elements
Within a
Training
Module**

1077. CURRICULUM SEGMENT COMPLETION REQUIREMENTS. An instructor or supervisor must certify that an aircraft dispatcher student has completed a

curriculum segment. This certification is usually based on the satisfactory results of a written or oral examination. The examination may be administered at the end of each

segment or at the end of the course. With some training methods, such as computer-based instruction (CBI), the certification may be based on student progress checks administered during the training course.

1079. EVALUATION OF TRAINING HOURS. FAR 121.415 specifies a minimum of 40 programmed hours of instruction for aircraft dispatcher basic indoctrination training. Operators who employ personnel with little or no previous Part 121 experience should program 40 training hours for basic indoctrination. POI's must consider the complexity of both the operation and the aircraft itself when evaluating aircraft dispatcher basic indoctrination curriculum segment outlines. Training hours for complex operations may exceed the 40-hour regulatory minimum. POI's may reduce the program hours based on conditions that would warrant a reduction of hours. For example, a reduction in program hours may be allowed when the operator's enrollment prerequisites require a verified high level of Part 121 experience. Another reason for a program hour reduction could be a pretest which accurately demonstrates the satisfactory proficiency and knowledge of the student.

1081. EVALUATION OF AN AIRCRAFT DISPATCHER BASIC INDOCTRINATION CURRICULUM SEGMENT OUTLINE FOR INITIAL APPROVAL. Inspectors must determine whether the training modules in the operator's basic indoctrination curriculum segment outline contain the required information for aircraft dispatchers to fully understand the operator's manner of conducting operations, the operator's means of regulatory compliance, and the guidance materials pertinent to an aircraft dispatcher's duties and responsibilities. Inspectors should use the job aid in this section when evaluating an operator's proposed aircraft dispatcher basic indoctrination curriculum segment outline (see figure 3.5.3.1.).

A. Basic Indoctrination Curriculum Segment Job Aid.
This job aid (see figure 3.5.3.1.) is provided for guidance only and must not be construed as being a document that contains mandatory rules or regulatory requirements. The job aid is intended to assist inspectors during the evaluation of individual basic indoctrination training curriculum segment modules.

B. Use of Job Aid.

(1) When using the job aid, inspectors should make a side-by-side comparison of the operator's proposal to make the following determinations:

- Whether the proposal serves to acquaint the student with the operator's procedures, policies, practices, and methods of compliance
- Whether sufficient training module elements are listed to ensure that the appropriate depth and scope of the material will be presented

(2) The job aid is organized with training subjects listed in the left column and evaluation criteria or remarks listed across the top. Inspectors may use the spaces within the matrix for items such as notes, comments, dates, or checkmarks. There are also blank columns and rows in each job aid for inspectors to include additional training modules or evaluation criteria. This job aid is not intended to be retained after entry of the data into the Program Tracking and Reporting Subsystem (PTRS).

1082. - 1092. RESERVED.

**FIGURE 3.5.3.1.
AIRCRAFT DISPATCHER BASIC INDOCTRINATION TRAINING JOB AID**

TRAINING SUBJECTS	EVALUATION CRITERIA				
	Adequacy of Elements/Events	Adequacy of Courseware	Training Aids and Facilities		
Company Orientation					
Operator Policies and Procedures					
Dispatcher, GOM, Weather Manuals					
Operations Specifications					
FAR's & Applicable Rules/Regs					
Part 91, Subpart B Flight Rules					
Part 121, Subpart I Airplane Perform. Limitations					
Part 121, Subpart P Dispatcher Duty Time					
Part 121, Subpart P Dispatcher Qualification					
Part 121, Subpart Q & R Crew Duty Time					
Part 121, Subpart T Flight Operations					
Part 121, Subpart U Dispatch Rules					
U.S. & Int'l AIM, ICAO Flight Planning Doc.					
Hazardous Materials					
HMR 175					

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